

## Customer Credit Reporting

**Company Name:**  
**Doing Business As:**  
**Company Address:**  
**Operating Company Number:**

**Credit Reporting Data for Quarter Ending:** September 30, 2003 ▼

**Credit due in accordance with Section 732.30(a);**

**Out of Service More than 24 Hours:**

- A. Total dollar amount of all customer credits paid:
- B. Number of credits issued for repairs - 24-48 hours:
- C. Number of credits issued for repairs - 48-72 hours:
- D. Number of credits issued for repairs - 72-96 hours:
- E. Number of credits issued for repairs - 96-120 hours:
- F. Number of credits issued for repairs > 120 hours
- G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)
- H. Number of customers receiving alternate phone service rather than receiving a credit.

| July     | Aug        | Sept     | Total      |
|----------|------------|----------|------------|
| \$809.68 | \$1,015.34 | \$736.40 | \$2,561.42 |
| 258      | 299        | 227      | 784        |
| 16       | 27         | 15       | 58         |
| 3        | 6          | 1        | 10         |
| 3        | 1          | 1        | 5          |
| 2        | 1          | 2        | 5          |
| 581      | 109        | 141      | 831        |
| 0        | 0          | 0        | 0          |

**Credit due in accordance with Section 732.30(b);**

**Failure to install Basic Local Exchange Service:**

- A. Total dollar amount of all customer credits paid:
- B. Number of installations after 5 business days:
- C. Number of installations after 10 business days:
- D. Number of installations after 11 business days
- E. Number of exemptions claimed for each of the categories identified in Section 732.30(e).
- F. Number of customers receiving alternate phone service rather than receiving a credit.

| July       | Aug        | Sept       | Total       |
|------------|------------|------------|-------------|
| \$1,449.58 | \$6,110.72 | \$2,632.34 | \$10,192.64 |
| 37         | 33         | 15         | 85          |
| 1          | 54         | 25         | 80          |
| 0          | 0          | 1          | 1           |
| 909        | 1,221      | 938        | 3,068       |
| 0          | 0          | 0          | 0           |

**Credit due in accordance with Section 732.30(c);**

**Missed Appointments**

- A. Total dollar amount of all customer credits paid:
- B. Number of customers receiving credits:
- C. Number of exemptions claimed for each of the categories identified in Section 732.30(3).

| July       | Aug        | Sept       | Total       |
|------------|------------|------------|-------------|
| \$5,750.00 | \$2,700.00 | \$2,125.00 | \$10,575.00 |
| 115        | 57         | 46         | 218         |
| 45         | 62         | 55         | 162         |

